

Category	Reason	Internal Details	Topic
Technical	Compatibility	Confusion/Help Negative Positive	System Requirements Device
	Issue	Known Issue Possible New Issue Troubleshooting	Appearance Camera Avatar Chat Connection Sound Start Up Unclear/Other Friends Games Stickers Gags Crash/Freeze
	No FAQ	other	other
Experience	Game Feedback	Positive Negative Idea	Updates Mini-Games Games STickers Gags Other Availability Avatar
	Friends	Confusion/Help	Adding Friends Removing Friends Trusted Friends
	Chat	Confusion/Help	Report a Player Chat History Chat Notifications Group Chat
	Availability	Confusion/Help	Languages Platform Content
	How To	General/Other	Avatar Controls Group Chat Sound Start Up Chat Notifications Unclear/Other Add Friends Remove Friends Trusted Friends Send Media Games
	No FAQ	Other	Other
Account	Activation	Confusion/Help Reply to Auto Email	General / Other MASE Accounts NRT Accounts
	Deactivation		Not Mine Not Used General / Other
	Email Subscriptions	General Reply Unsubscribe	DI Updates Other
	No FAQ	Other	General / Other Other
	Password	Confusion/Help	Compromised Forgot Request Change Reset Unclear / Other
	User & Display Name	Confusion/Help	Denied Forgot Report Bad Name Request Change Unclear / Other